

FIG. 1

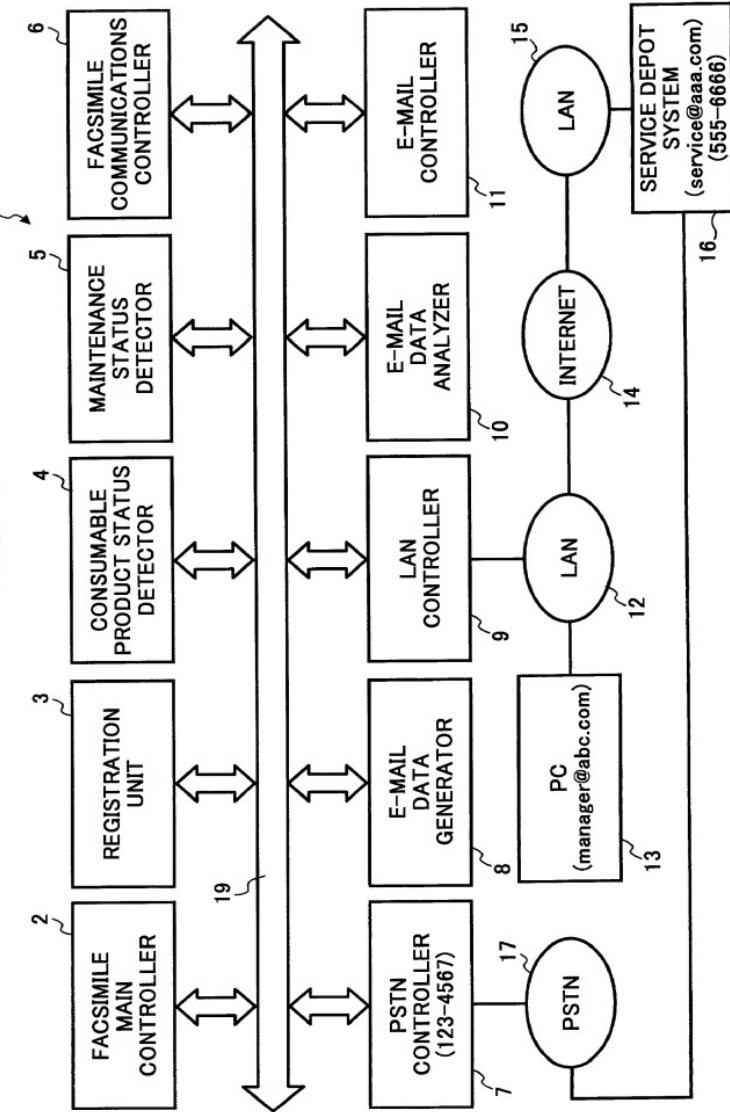


FIG. 2

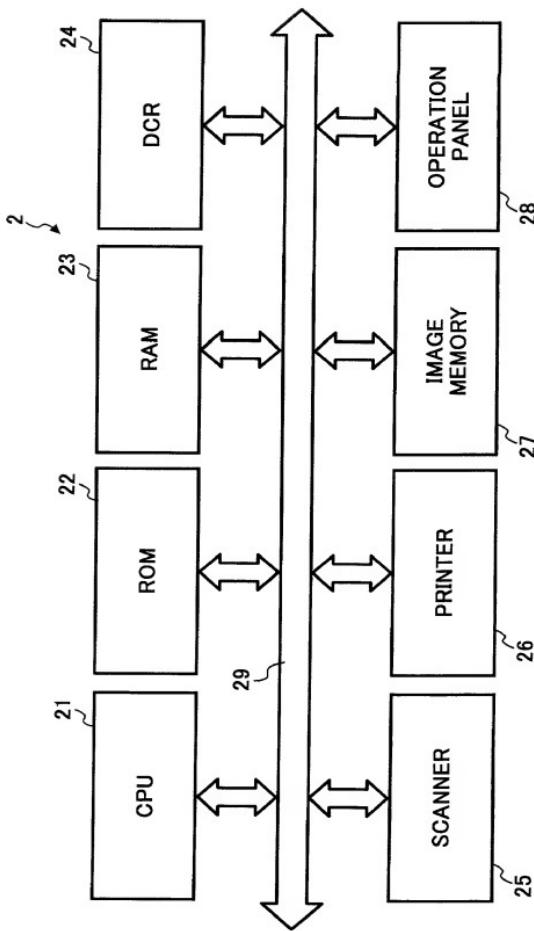


FIG. 3

TERMINAL INFORMATION	SERIAL NUMBER	0987654321
	E-MAIL ADDRESS	fax@abc.com
	FACSIMILE NUMBER	123-4567
TTI INFORMATION	ABC SYSTEM INC., SALES DEPARTMENT	
MANAGER INFORMATION	E-MAIL ADDRESS	manager@abc.com
INFORMATION OF SERVICE DEPOT	E-MAIL ADDRESS	service@aaa.com
	FACSIMILE NUMBER	555-6666

FIG. 4

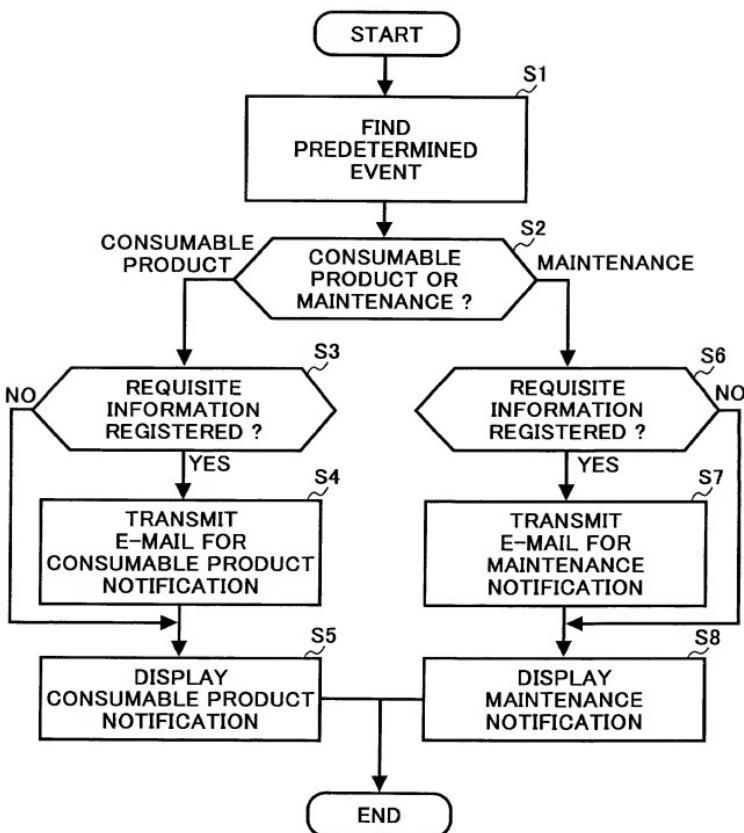


FIG. 5

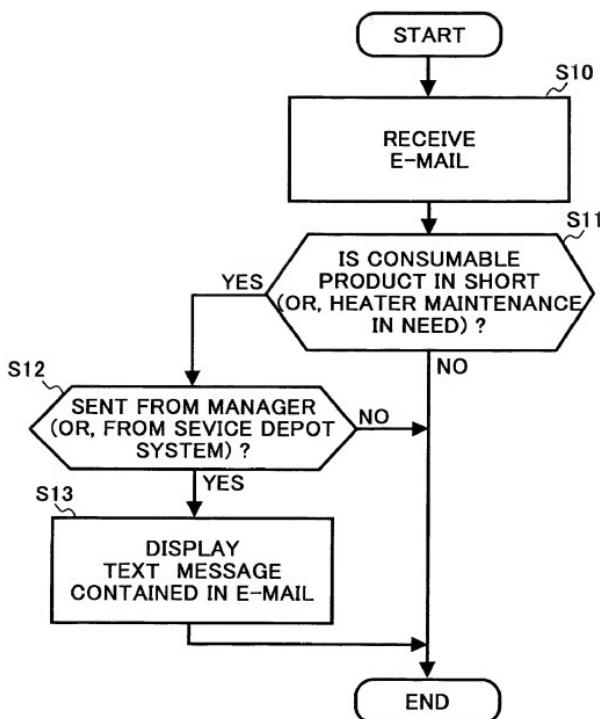


FIG. 6A

TO: manager@abc.com
FROM: fax@abc.com
SUBJECT: TONER NEAR-END NOTIFICATION

TONER IS IN SHORT.
IN CASE OF NO STOCK, PLEASE TRANSFER
THIS MESSAGE TO THE SERVICE DEPOT.

-- CONSUMABLE PRODUCT ORDER FROM --

<ORDER TO>
E-MAIL ADDRESS: service@aaa.com

<INFORMATION OF CONSUMABLE PRODUCT>
STATUS: TONER NEAR-END
PRODUCT NAME: TONER TYPE 2

<ORDER FROM>
E-MAIL ADDRESS: fax@abc.com
SERIAL NO.: 0987654321
SENDER: ABC SYSTEMS, INC.
SALES DEPARTMENT

FIG. 6B

■ PLEASE SUPPLY TONER

TRANSMITTABLE

FIG. 7A

TO: fax@abc.com, manager@abc.com
FROM: service@aaa.com
SUBJECT: TONER ORDER RECEIPT ACK

TONER WILL BE DELIVERED 14:00 ON
30TH OF AUGUST.

FIG. 7B

■ PLEASE SUPPLY TONER
DELIVERABLE 14:00, AUG. 30

TRANSMITTABLE

FIG. 8A

TO: manager@abc.com
FROM: fax@abc.com
SUBJECT: TONER REFILLING COMPLETION

TONER HAS BEEN REFILLED.

E-MAIL ADDRESS: fax@abc.com
SERIAL NO.: 0987654321
SENDER: ABC SYSTEMS, INC.
SALES DEPARTMENT

FIG. 8B

TRANSMITTABLE

FIG. 9A

TO: service@aaa.com
CC: manager@abc.com
FROM: fax@abc.com
SUBJECT: HEATER DEFECT NOTIFICATION

HEATER IS DEFECTIVE.
PLEASE FIX IT URGENTLY.

— SERVICE MAINTENANCE STATUS FORM —

<ORDER TO>
E-MAIL ADDRESS: service@aaa.com

<INFORMATION OF MAINTENANCE>
STATUS: DEFECT OF HEATER
ERROR CODE: 5-51

<ORDER FROM>
E-MAIL ADDRESS: fax@abc.com
SERIAL NO.: 0987654321
SENDER: ABC SYSTEMS, INC.
SALES DEPARTMENT

FIG. 9B

■ HEATER IS DEFECTIVE. NO PRINT.

TRANSMITTABLE

FIG. 10A

TO: fax@abc.com, manager@abc.com
FROM: service@aaa.com
SUBJECT: REPAIR ORDER RECEIPT ACK

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REPAIR WILL BE PERFORMED 14:00 ON
30TH OF AUGUST.

FIG. 10B

■ HEATER IS DEFECTIVE. NO PRINT.
REPAIR 14:00 ON 30TH OF AUGUST.

TRANSMITTABLE

FIG. 11A

TO: service@aaa.com
CC: manager@abc.com
FROM: fax@abc.com
SUBJECT: REPAIR COMPLETION

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DEFECTIVE HEATER HAS BEEN REPAIRED.

E-MAIL ADDRESS: fax@abc.com
SERIAL NO.: 0987654321
SENDER: ABC SYSTEMS, INC.
SALES DEPARTMENT

FIG. 11B

■
TRANSMITTABLE

FIG. 12A

TO: fax@abc.com
FROM: manager@abc.com
SUBJECT: REPAIR INTERMEDIATE REPORT

REPAIR WILL BE PERFORMED 14:00 ON
30TH OF AUGUST.
PLEASE USE MACHINE OF DESIGN DIV.

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FIG. 12B

■ HEATER IS DEFECTIVE. NO PRINT.
REPAIR 14:00 ON 30TH OF AUGUST.
PLEASE USE MACHINE OF DESIGN DIV.
TRANSMITTABLE